Invites applications for the following position(s):

**COMPETITION NUMBER: 696**

**C.U.P.E. Local 3338 – Temporary Position**

**TECHNICIAN (SERVICE DESK AGENT), GRADE 8**

**IT SERVICE DESK**

**POSITION NUMBER: 120204**

**POSITION OUTLINE:**

Provides comprehensive customer service and technical oversight for the Service Desk. Maintains client satisfaction with IT service delivery by acting as the first point of contact between clients (e.g., students, faculty, researchers and staff) and IT Services using multiple contact channels including phone, on-line support and walk-in support. Provides information and assistance to clients in the use of software applications, hardware and technology services including, but not limited to, user accounts, printing, network connectivity, email and calendaring and technology equipment bookings. Monitors incidents reported by clients to the Service Desk and responds to end users regarding information system problems and troubleshooting. Provides direction and training to junior technical staff and responsible for assigning and checking their work. Performs other duties and responsibilities consistent with the job description and classification on request.

Please note: There are up to 5 positions available with variable shifts, Monday through Saturday. Must be available to work 7.0 hour shifts with staggered start times between the hours of 7:30 am to 8:00 pm.

**QUALIFICATIONS:**

- **High school graduation and two years post-secondary education or a formal certificate or diploma program equivalent in computing science.**
- **2 years of related experience.**
- Good knowledge in troubleshooting, computers, software, mobile devices, networks, and operating systems (e.g., Windows, OS X, iOS and Android).
- Excellent knowledge of common software applications for web browsing, office productivity, email, and anti-virus.
- Good knowledge of desktop management tools (e.g., Active Directory), for deployment and configuration management.
- Excellent problem-solving, time management and organizational skills.
- Excellent interpersonal and customer service skills.
- Excellent communication skills (e.g., oral, written, presentation).
- Excellent prioritizing and multi-tasking skills.
- Ability to resolve complex hardware and software problems.
- Ability to exercise mature judgment and to work on own initiative.
- Ability to exercise tact and handle confidential material with discretion.
- Ability to assign and check the work of other positions.
- Ability to provide one-on-one and group training to others regarding proper use, operation and minor maintenance of equipment or systems.
- Ability to work effectively as a member of a team.
- Ability to lift and/or carry items weighing up to 25 kg.
- Ability to work flexible hours and shifts including early mornings, evenings and weekends on short notice.
- Ability to work additional hours and overtime, as required.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**HOURLY SALARY:**

$24.33

**START DATE:**

January 2, 2018

**POSITION END DATE:**

April 20, 2018

A detailed resume and cover letter quoting **Competition #696** must be received in our office by **4:30 pm on November 27, 2017**, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment.

A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings).